Position: Membership Data Processor
Reports To: Membership Data Manager
FLSA Status: Full-Time Non-Exempt
Department: Membership

Summary:

The Membership Data Processor is responsible for executing CPR, KRCC and Denverite Membership transactional and data processing. The Data Processor adheres to business rules and procedures while providing quality control for the Membership donor file and associated data sources. The Data Processor collaborates with and supports the Membership Data and Communication teams by maintaining payment processing and data transfers to and from Salesforce.

Essential Duties and Responsibilities:

- Provide high-quality member stewardship through prompt donation processing, delivery of service that reflects CPR's mission, values and standards.
- Scheduled processing of direct member contributions.
- Processing monthly sustainer contributions.
- Follow policies and procedures set by the Membership Data Manager to set up and maintain sustainers, as well as maintenance of failed EFT and credit card transactions.
- Follow procedures established by CPR Finance to effect credit card and EFT payments, and ensure that handling and storage of member financial information is PCI- and NACHA-compliant.
- Lockbox processing of check gifts and forwarding of communications information to Member Services.
- Membership mail distribution.
- Continuous hygiene of member data, including contact information and duplicate account vigilance.
- Support Member Services when questions arise related to transaction processing.
- Support Finance with issues related to reconciliation.
- Collaboration across Development teams to support goals and increase effectiveness.
- Other duties as assigned.

Core Competencies:

- **Change/Adaptability/Flexibility:** Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.

- **Communication:** Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.
• **Results Focus/Initiative:** Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.

• **Collaboration:** Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

**Education and Experience Requirements:**

• Identification with the mission and purpose of Colorado Public Radio.
• Advanced abilities working with information systems, databases and other computer/software applications.
• Demonstrated data skills and competencies.
• Ability to identify key performance indicators necessary to support organizational growth.
• Ability to prioritize data requests effectively and efficiently.
• Ability to meet deadlines.
• Meticulous attention to detail.
• Critical thinking and analysis skills.
• Courteous and patient approach to supporting members and teammates.
• Demonstrated customer service skills.